CAGNET INFORMATION CONTENTS

CAGNET INFORMATION

WHAT IS CAGNET . . .

CAGNET (California Guard Network) is the California National Guard's private long distance network which provides cost effective long distance voice services to many locations throughout California.

WHO CAN YOU CALL ON CAGNET . . .

All Directorates and personnel of the Office of The Adjutant General and several California Army National Guard locations throughout the state can be reached over **CAGNET** by dialing a 5-digit number.

HOW CAN YOU CALL ON CAGNET . . .

• Listen for Dial Tone
• Dial the 5-digit **CAGNET** number

HOW CAN YOU CALL LONG DISTANCE, INTERNATIONAL OR DSN USING CAGNET. . .

1. *A PIN is needed before trying to call long distance, international or DSN using the CAGNET telephone system.* Complete DOIM Form 1(attached at the end of this section) and FAX or mail to CAJS-IM-T to request a Personal Identification Number (PIN). PIN's are returned by U.S. Mail within 72 hours of receipt for CONUS requests. Requests for International access and OCONUS-DSN require an 0-6 or above approval and must be re-approved on an annual basis.

2. Listen for the dial tone, dial 9, listen for the dial tone, dial the long distance or international number. When you hear the "stuttered" dial tone (boop, boop, boop...) put in your PIN.

3. For dialing CONUS-DSN listen for the dial tone, then dial 8 and the CONUS-DSN number (**NOTE:** *If DSN is busy after you dial 8, hang up, it will call you back when it becomes available. When you pick up the receiver you will hear a dial tone and can now dial the number, you do not have to dial 8 again).*

4. For dialing OCONUS-DSN listen for the dial tone, then dial 9-012, the DSN country code and the DSN number. When you hear the "stuttered" dial tone put in your PIN.

DIALING HINTS . . .

1. If you hear a fast busy tone after dialing, it means all lines are currently busy, wait a few seconds and try your call again.
2. If you hear an alternating high & low tone after dialing, it means you have made a dialing error or you have been denied the service requested.
3. Telephone companies are currently adding and changing Area Codes and Central Office (CO) Numbers. If you experience trouble dialing certain areas or numbers, please note the number and report it to the DOIM Help Desk at 63498. *(Only numbers recorded in our switch can be direct dialed.)*

CAGNET DIALING INFORMATION

INWARD CALLING. . .

SITE	CAGNET DIRECT	DSN	COMMERCIAL	ON-NET CALNET
OFFICE OF THE ADJUTANT GENERAL	6+3XXX 6+42XX	466-3XXX N/A	(916) 854-3XXX (916) 854-42XX	426-3XXX N/A
CAMP ROBERTS	6+8XXX	949-8XXX	(805) 238-8XXX	N/A
CAMP SAN LUIS OBISPO *	6+62XX to 66XX 6+67XX to 68XX	630-6XXX	(805) 594-62XX to 66XX (805) 782-67XX to 68XX	N/A N/A
AFRC LOS ALAMITOS	6+2XXX 6+1XXX	972-2XXX 972-1XXX	(562) 795-2XXX (562) 795-1XXX	624-2XXX N/A
LONG BEACH REDONDO ARMORY	6+15XX 6+18XX	972-15XX 972-18XX	(562) 594-15XX (562) 594-18XX	N/A N/A
FRESNO AVCRAD	6+5XXX	686-5XXX	(559) 347-5XXX	N/A
MATHER COMPLEX	6+39XX	466-39XX	(916) 843-39XX	N/A
SAN DIEGO ARMORY	6+7XXX	N/A	(619) 573-7XXX	N/A
STOCKTON COMPLEX	6+53XX 6+54XX	466-53XX 466-54XX	(209) 983-53XX (209) 983-54XX	N/A

*At Camp San Luis Obispo the commercial prefix (805) 594- applies to extensions 6200 through 6699 and the commercial prefix (805) 782- applies to extensions 6700 through 6899.

OUTWARD CALLING. . .

The same procedures apply to all locations except that ON-NET/CALNET is available only at OTAG and JFTB-Los Alamitos.

COMMERCIAL		DSN	ON -NET CALNET
WITHIN AREA CODE	LONG DISTANCE		
9+XXX-XXXX	9+1+(XXX) XXX-XXXX	8+XXX-XXXX	7+XXX-XXXX
INTERNATIONAL CALLING **		OCONUS DSN** 9+012+XXX-XXX-XXXX	

**Requires an International PIN.

DIRECTORY CHANGES

CORRECTIONS TO PRINTED INFORMATION . . .

To ensure information listed in this directory is kept current, please report any changes (along with pertinent change information) via memorandum to OTAG:

CAJS-DA, BOX 39
Directorate of Administration

REQUEST FOR NEW EMPLOYEES TELECOM SERVICES

Complete DOIM Form 1 (attached at the end of this section), and return to your local DOIM Telephone Represenative.

REQUESTS FOR MOVES, ADDS, CHANGES, REPAIRS, AND GENERAL REQUESTS

All requests should be made utilizing the Magic website.

TELEPHONE SERVICE & REPAIR *(OTAG ONLY)*

REQUESTS FOR MOVES, ADDS OR CHANGES . . .

All requests should be made utilizing the Magic Website, however if a computer is not available, requests for new telephone service may be made on DOIM Form 1 (attached at the end of this section) and must be approved by supervisors and / or directors.

For one move, multiple moves, additions, or changes (fill out a DOIM Form 1 for each person), provide name(s), current telephone number, jack number, office symbol, mailbox number and effective date. If moving, list the NEW office symbol, jack number (if known) and mailbox number. For call coverage path (call pickup) you may select from one to three telephone numbers to route incoming calls to when you are unavailable, the third being voicemail if you have that service, or another number if you do not have voicemail. Be sure to state how many rings there will be before the service rolls over to the next number in line. Requests should be dropped off at the DOIM Help Desk in Room #113.

REPAIR SERVICE . . .

Call the DOIM Help Desk at 63498 or complete DOIM Form 1 and drop it off at the DOIM Help Desk in room #113.

GENERAL REQUESTS . . .

For longer extension cables, handset cords, etctera, complete DOIM Form 1 and drop it off at the DOIM Help Desk in room #113.

TELEPHONE POLICY

GUIDELINES FOR PERSONAL USE OF TELEPHONES . . .

The use of DoD and other government telephone systems, e-mail and other systems (including the internet) are limited to the conduct of official business or other authorized uses. Commanders and supervisors at all levels will make anyone using Government telecommunications systems aware of permissible and authorized uses.

Official business calls and e-mail messages are defined as those that are necessary in the interest of the government (for example, calls and e-mail messages directly related to the conduct of DoD business or having an indirect impact on DoD's ability to conduct its business). Authorized uses of communications systems include personal communications from DoD employee's usual work place that are most reasonably made while at the work place (such as checking in with spouse or minor children; scheduling doctor and auto or home repair appointments; brief internet searches; e-mailing directions to visiting relatives).

Such communications are permitted, provided that they:

1) Do not adversely affect the performance of official duties by the employee or the employee's organization.

2) Are of reasonable duration and frequency, and whenever possible, are made during the employee's personal time such as lunch, break and other off-duty periods.

3) Are not used for activities related to the operation of a personal business enterprise.

4) In the case of long distance toll calls, are: Charged to the employee's home telephone number or other non-Government numbers (third party call); made to a toll-free number; charged to the called party if a non-Government number (collect call); charged to a personal telephone credit card.

5) Serve a legitimate public interest (such as keeping employee's at their desks rather than requiring the use of commercial systems; educating DoD employee's on the use of communications systems; improving the morale of employee's stationed for extended periods away form home; enhancing the professional skills of DoD employees; job-searching in response to Federal Government downsizing).

Army Regulation 25-1, 6-1, d(1),(6) (a) through (e).

TELEPHONE USAGE REPORTS AND COLLECTION PROCEDURES. . .

Periodically, Supervisors and Directors will be given detailed reports which show all telephone usage by name, extension and PIN. These reports must be reviewed and charges recovered in accordance with AR 25-1, paragraph 6-1, d (3) and the State Administrative Manual, Page T-3, d. If charges are warranted, a $10.00 processing fee must be added to the total cost of all unauthorized telephone call(s). A cashier's check or money order made payable to "State of California Military Department" is the only acceptable method of payment. Payments must be mailed to OTAG, Attention: CAJS-IM-T, box 4 within 30 days of the reporting period. *Persons making unauthorized unofficial telephone calls may be subject to disciplinary action.*

YOUR VOICE MESSAGING SYSTEM

LOG IN

Voice Messaging
System Number _____

- Dial your voice messaging system number.
  (You may need to dial an extension only,
  a complete local phone number, or, for long
  distance, the area code and phone number.)
- Enter extension # (if calling from your
  extension, enter #)
- Enter password #.
- Get your initial password from your
  system administrator.

ACTIVITY MENU

Record and Send Messages	**1**
Get and Respond to Messages	**ABC 2**
Create Personal Greetings	**DEF 3**
Check Outgoing Messages	**GHI 4**
Change Password/Create Lists/Personal Directories	**JKL 5**
Scan Messages Quickly	**PRS 7**

Record Message

Stop Recording/Restart	1
Play Back	2 3
Delete	*D or *3
Approve	#

More Extensions or Names ↓

Extension or Name #	
(press *A or *2 to alternate between Ext and Name) and/or	
Group List *L or *5	

Finish Addressing #

Send	#
List Options	0
Make Private	1
Make Priority	2
Schedule Delivery	3
File a Copy	4

Delete	*D or *3
Undelete	**U or **8
Skip	#
Next Category	*#

Undelete may not be available with your system

Hear Message Summary

Listen	0
Replay Header	2 3

Respond / 1 Forward

Reply by Voice Mail:	
–without copy	7
–with copy	1 9
Forward with Comment	2
New Message	4
Call Sender	0
Return to previous menu	#

Return may not be available with your system

Hear Greeting Number(s) in Use

Listen	0
Change/Create/Delete	1
Scan	2
Activate	3
Call Type	4
Finished?	#

Enter Greeting Number

Stop Recording/Restart	1
Play Back	2 3
Delete	*D or *3
Approve	#

Hear Message Summary

Listen	0
Change/Resend	1
Replay Header	2 3
Delete	*D or *3
Skip	#
Next Category	*#

Mailing Lists	1
Personal Directory	2
Password	4
Re-record name	5

Create List	1
Scan	2
Review/Modify	3

Enter [New Password] # Re-enter [New Password] #

Scan Headers and Messages	1
Scan Headers	2
Scan Messages	3

BASIC COMMANDS

Help	*H or *4
Return to Activity Menu	*R or *7
Delete	*D or *3
Undelete (may not be available with your system)	**U or **8
Wait	*W or *9
Transfer out of system	*T or *8
Look up name/ext. in Directory	**N or **6
Exit system	**X or **9
Hold message in category	**H or **4
Use while addressing:	
Alternate addressing (switch between name/ext.)	*A or *2
Use mailing list	*L or *5

PLAY-BACK CONTROLS

1	Rewind **ABC 2**	Play/Pause **DEF 3**
Louder **GHI 4**	Back Up **JKL 5**	Advance **MNO 6**
Softer **PRS 7**	Slower **TUV 8**	Faster **WXY 9**
*	Listen/Replay Skip **0**	#

Press 3 to pause and 3 again to continue.
Q=7 Z=9

Use while listening to or recording messages.

FOR MORE INFORMATION:
- Press *H for Help at any time.
- See your voice messaging portable guide.
- Contact your system administrator.

NOTICE: The information in this document is subject to change without notice. AT&T assumes no responsibility for any errors that may appear in this document.

Note: AUDIX R1V8 Standard and DEFINITY AUDIX R3.0 offer the **U (or **8) command to recover a message you just deleted and the # command to back out of the Reply to Sender option. However, these commands may not be available on all voice messaging systems AT&T offers subsequent to these products.

SCAN GREETINGS

a) Press **3 2** Scan
b) Enter Options (Listen to prompts)
c) Do one:
- ***** Stop Scanning
- **#** Skip

EDIT OPTIONS
Press any combination:
- **1** Stop or pause (again to continue)
- **2 3** Play back
- ***D 3** Delete (begin again)

CREATE PERSONAL GREETINGS

a) Press **3**
b) Listen Active Greeting #
c) Press **1** Record or re-record
d) Enter **1-9** Greeting Number
e) Speak Greeting
- **1** Re-record
f) Press **#** Approve
g) Do one:
- Follow the prompts to activate greeting
- **#** Save without activating

ACTIVATE PREVIOUSLY RECORDED GREETINGS

a) Press **3 3**
b) Press **0-9** Greeting Number
c) Do one:
- Activate (listen for prompts)
- **#** Finish without activating

TIPS
The system greeting is always greeting 0.

You may be able to record as many as 9 personal greetings.

The system doesn't care what single-digit number you assign to each greeting.

Keep track of your greetings by scanning them.

NOTE: You can also assign greetings to specific types of calls. For details, obtain the Multiple Personal Greetings Quick Reference (585-300-705).

GET AND RESPOND TO MESSAGES

SCAN MESSAGES QUICKLY

7 **1-3**
- 1 = Headers and Messages
- 2 = Headers only
- 3 = Messages only

a) Press **2**
b) Listen Header

OPTIONS
Enter any combination:
- **0** Play message
- **2 3** Play back header
- **1** Respond to message:

RESPOND OPTIONS
Enter one of the following:
- **0** Call sender directly
- **7** Reply to sender by voice mail
- **1 9** Reply to sender by voice mail (attach original)
- **2** Forward with comment
- **4** Send voice mail to someone else
- **#** Return to previous menu
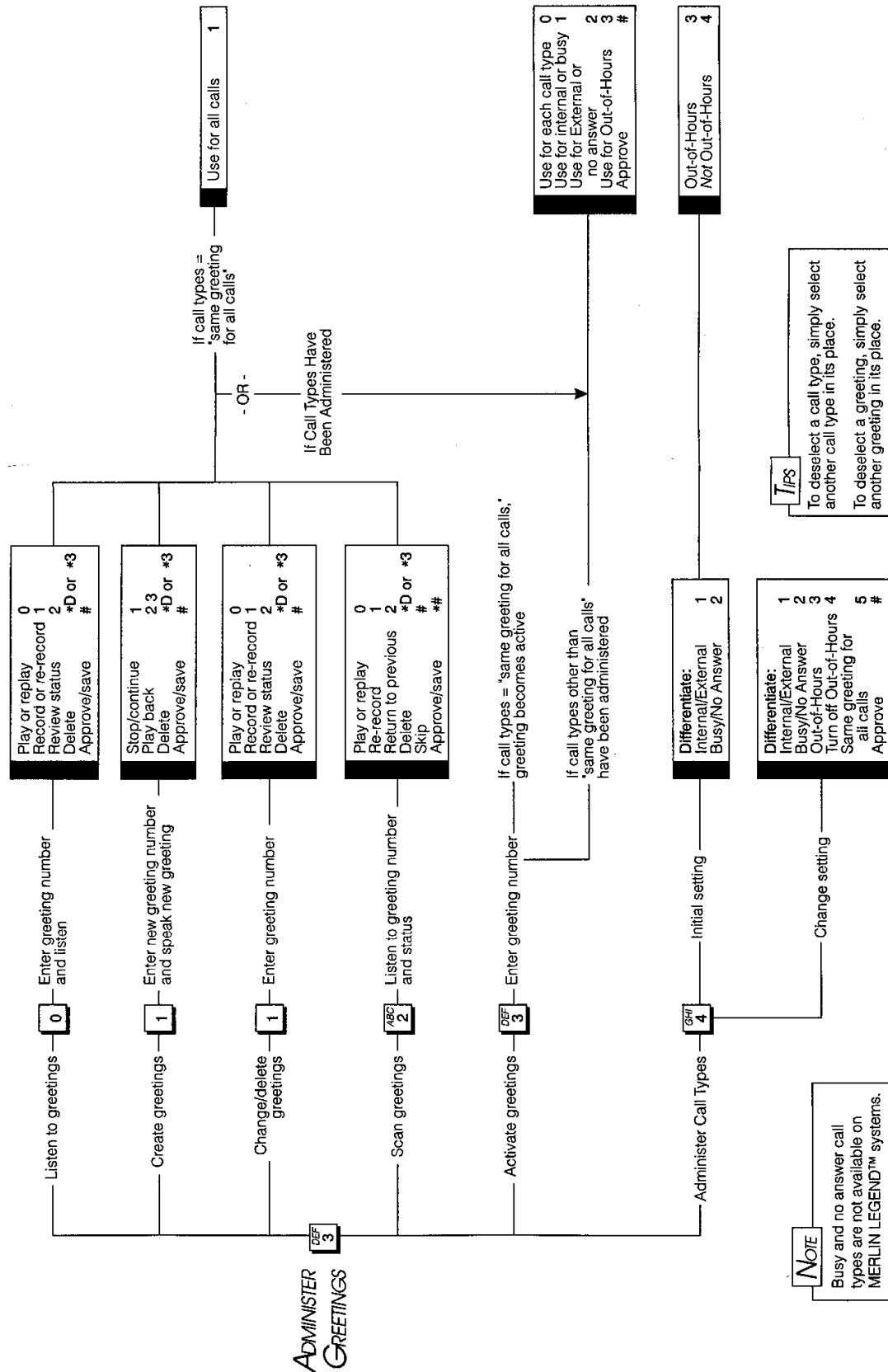
(may not be available with your system) Complete voice mail responses by continuing at the Record and Send Messages step.

MORE OPTIONS
- ***U 8** Undelete, or restore last deleted message (may not be available with your system)
- ***H 4** Hold message in current category (new, unopened, old)
- ***D 3** Delete, skip to next message
- **#** Save and skip to next category

TIPS
When you use ***H (or ***4) to hold a message in the New category, your message waiting indicator stays on.

Scanning messages is useful for mobile phone users, as it requires touching only two buttons.

The system saves messages unless you explicitly delete them.

If you accidentally try to respond to an outside call, press # to back up (may not be available with your system).

RECORD AND SEND MESSAGES

a) Press **1**
b) Speak Message
c) Press **#** Approve
d) Enter Extension or mailing list, then press **#**
e) Press **#** Approve
f) Do one:
- **#** Send immediately

EDIT OPTIONS
Press any combination:
- **1** Stop or pause (again to continue)
- **2 3** Play back
- ***D 3** Delete (begin again)

To create mailing lists, press 5 from the Activity Menu. (See the diagram on the back of this card.)

DELIVERY OPTIONS
Press any combination:
- **0** Recite list of options
- **1** Make private
- **2** Make priority (if offered)
- **3** Schedule future delivery
- **4** File a copy
- **#** Approve and send

TIPS
When scheduling delivery, listen to the voice prompts for guidance. (405P = 4:05 PM and 502 = May 2nd.)

You can enter names instead of extensions when sending messages. Use *A (or *2) to switch between name and extension addressing. Enter last name first when name addressing.

Private messages cannot be forwarded by recipients.

Priority messages are presented to recipients first.

Filed messages can be modified and resent. To do this, press 4 (for Outgoing Messages) from the Activity Menu. (See the diagram on the back of this card.)

Schedule delivery of messages to yourself to use the system as a reminder.

Welcome to AUDIX

1. Dial the system's extension or complete phone number

Tip From your own extension just press # in step 2.

2. Enter your extension then press **#**
3. Enter your password then press **#**

Hang Up

Transfer *T (or *8)

Exit **X (or **9)

Goodbye

After you log in, you use your phone keys to access menu options. There are layers of menus, and their options are described as you progress through each activity. The first layer is called the Activity Menu. You can always get back to that layer by pressing *R (or *7) to Return to Activity Menu. Press *H (or *4) for Help at any time.

ACTIVITY MENU
- Record and Send **1**
- Get and Respond **2 ABC**
- Create Personal Greetings **3 DEF**
- Outgoing/Filed Messages **4 GHI**
- Password/Modify List/Personal Dir. **5 JKL**
- Scan Messages **7 PRS**

REMEMBER!
- ***R 7** = Return to Activity Menu
- ***H 4** = Help

MULTIPLE PERSONAL GREETINGS

ADMINISTER GREETINGS [DEF 3]

Listen to greetings [0] → Enter greeting number and listen
- Play or replay — 0
- Record or re-record — 1
- Review status — 2
- Delete — *D or *3
- Approve/save — #

Create greetings [1] → Enter new greeting number and speak new greeting
- Stop/continue — 1
- Play back — 2 3
- Delete — *D or *3
- Approve/save — #

Change/delete greetings [1] → Enter greeting number
- Play or replay — 0
- Record or re-record — 1
- Review status — 2
- Delete — *D or *3
- Approve/save — #

Scan greetings [ABC 2] → Listen to greeting number and status
- Play or replay — 0
- Re-record — 1
- Return to previous — 2
- Delete — *D or *3
- Skip — #
- Approve/save — *#

Activate greetings [DEF 3] → Enter greeting number
- If call types = 'same greeting for all calls,' greeting becomes active

  – OR –

  If call types = 'same greeting for all calls'
  - Use for all calls — 1

- If call types other than 'same greeting for all calls' have been administered

  If Call Types Have Been Administered
  - Use for each call type — 0
  - Use for internal or busy — 1
  - Use for External or no answer — 2
  - Use for Out-of-Hours — 3
  - Approve — #

Administer Call Types [GHI 4]
- Initial setting →
  - **Differentiate:**
    - Internal/External — 1
    - Busy/No Answer — 2
- Change setting →
  - **Differentiate:**
    - Internal/External — 1
    - Busy/No Answer — 2
    - Out-of-Hours — 3
    - Turn off Out-of-Hours — 4
    - Same greeting for all calls — 5
    - Approve — #
  - Out-of-Hours — 3
  - Not Out-of-Hours — 4

TIPS
To deselect a call type, simply select another call type in its place.

To deselect a greeting, simply select another greeting in its place.

NOTE
Busy and no answer call types are not available on MERLIN LEGEND™ systems.

MULTIPLE PERSONAL GREETINGS QUICK REFERENCE

You can use your AT&T voice messaging system to record multiple personal greetings and to answer calls with those greetings according to specific **call types** you define. Available call types are:

- **Internal** calls, which originate inside your business or building
- **External** calls, which come from outside your business or building
- **Busy** calls, which arrive when you are on the phone (not available on MERLIN LEGEND™ systems)
- **No Answer** calls, which arrive when you are not at your phone (not available on MERLIN LEGEND™ systems)
- **Out-of-Hours** calls, which arrive after standard business hours (prime-time)

You can define up to *three* call types, with a greeting active for each type.

Recommended steps. To set up multiple personal greetings, do the following:

1. Access the Administer Personal Greetings menu
2. Administer call types
3. Create, change, and activate greetings

Steps 2 and 3 are interchangeable. Also, you can create a greeting and then activate it at some other time.

STEP 1. ACCESS THE ADMINISTER PERSONAL GREETINGS MENU

At ACTIVITY MENU

a) Press [3] → Administer Personal Greetings

(Summary of active greetings)

GO TO STEP 2 ⇒

STEP 2. ADMINISTER CALL TYPES

IMPORTANT

To select Out-of-Hours, you must first select Internal/External or Busy/No Answer. When you select Out-of-Hours, the other call types apply only to the prime-time established for your system.

You *cannot* combine Internal/External and Busy/No Answer call types.

The system greeting is automatically active for any new call types until you activate your personal greeting(s).

DIAL THROUGH

You don't have to listen to the system's voice prompts. You can instead press the numbers you want in rapid sequence.

At ADMINISTER PERSONAL GREETINGS MENU

a) Press [4] → Summary of Active Call Types

If current call type(s) are not "Same greeting used for all calls"

If current call type is "Same greeting used for all calls"

b) Press: [5] Same greeting for all calls

Or, one or two of the following:
[1] Internal/External
[2] Busy/No Answer †
[3] Out-of-Hours
[4] Turn off Out-of-Hours

c) Press:
[1] Internal/External
Or
[2] Busy/No Answer †

[3] Out-of-Hours
Or
[4] No Out-of-Hours
Or
[#] To skip this step

c) Press [#] Approve and return to Administer Personal Greetings Menu

Or, skip if [5] is pressed in Step b

(Summary of active call types)

(Administer Personal Greetings Menu)

† May not be available on your system.

GO TO STEP 3 ⇒

STEP 3. CREATE, CHANGE, AND ACTIVATE GREETINGS

ACTIVATE

The greeting you activate automatically replaces any greeting currently active for a specific call type.

At ADMINISTER PERSONAL GREETINGS MENU

a) Press [1] Record

b) Enter [1-9] Greeting Number

Press [1] Re-record, if changing greeting

c) Speak → Greeting

d) Press:
EDIT GREETING
Press any combination:
[1] Start and stop
[2] [3] Play back
[*] [D] [3] Delete
[#] Approve

[1] Edit
Or
[#] Approve (save recording)

If greeting not already active

e) Press:
[1] Activate for all calls (if call type is "Same greeting for all calls")

Or, if some other call type(s) defined:
[0] Use for each call type
[1] Use for Internal (or Busy) calls
[2] Use for External (or No Answer) calls
[3] Use for Out-of-Hours calls

Or, skip to Step f to save without activating

f) Press [#] Approve

ACTIVATE PREVIOUSLY RECORDED GREETINGS

(FOR GREETINGS CREATED BUT NOT ACTIVATED IN STEP 3)

DEACTIVATE

To deactivate a greeting, activate another greeting (or the system greeting) in its place. Or you may readminister call types.

At ADMINISTER PERSONAL GREETINGS MENU

a) Press [3] Activate

b) Enter [1-9] Greeting Number (System greeting is 0)

If current call type is "Same greeting used for all calls," greeting becomes active

c) Press:
One of the following: (Available options depend on the call types you defined)
[0] Use for each call type
[1] Use for Internal (or Busy) calls
[2] Use for External (or No Answer) calls
[3] Use for Out-of-Hours calls

d) Press [#] Approve

(Summary of active greetings)

(Administer Personal Greetings Menu)

TIPS

To set up different greetings strictly for prime-time and out-of-hours calls, you must assign the same greeting to the two prime-time call types (Internal and External or Busy and No Answer).

Help [*] [H] [4]   Return to the Activity Menu [*] [R] [7]

MNEMONICS

You can assign special numbers to greetings to help you remember them. For example:

All Calls	1	No Answer	6 (N)
Busy	2 (B)	Returning	7 (RS)
External	3 (E)	Soon	
Internal	4 (I)	Trip or	8 (TV)
Lunch	5 (L)	Vacation	

CAGNET PIN NUMBER REQUESTS

(CAGNET PIN's cannot be requested through Magic because of privacy issues. All site locations now have a local point of contact for Cagnet Pin number requests)

With the exception of International Pin requests, all future requests should be directed to your respective local Poc.

Los Alamitos, Poc: Telecom Pin Number 62086 Fax: 62082

Camp San Luis Obispo, Poc: Steve Dobbins 66566 Fax: 66588

Fresno, Poc: Kelly Thomas 65699 Fax: 65610

Sacramento, Poc: Ray Marriott 63663 Dept. Fax: 63083

Camp Roberts, Poc: Barbie Tapp 68390 Dept. Fax: 68480

San Diego, Poc: Theresa Roach 67043 Fax: 67019

Stockton, Poc: John Ousley 65330 Fax: 65394

Not all locations have there own Dept. Fax, therefore contact Poc prior to faxing to insure it gets to the right person.

All Pin requests should be submitted on an approved DOIM form1 and requires an approving signature block. State and National Pins may be requested by immediate supervisor.

Additional Pin site locations must be identified on requests for personnel required to travel to other sites by virtue of their position.

International Calling requires approval by Col 06 or above and memo request with justification directed to the DOIM office in Sacramento.

International Pins will be assigned for requested time frame or 1 year maximum and will be returned to National calling level after 1 year, without notification.

Normal Processing time will be 24 to 72 hours. Emergency pin requests can be issued in 1 hour or less.

Temporary pins can be issued for individual or Organization with justification and time frame needed.

Two pins, 1 National and 1 State will be assigned to Units performing annual training upon request. These pins will remain in effect indefinitely unless compromised.

When a pin number has been compromised, report it to your local Poc.

Each person is responsible for all charges against his Pin Number.
(Pin Sharing is expressly prohibited and you can and will be billed for any unauthorized calls)

REQUEST FOR TELECOM SPECIAL SERVICES

Requests are valid for 12 months from date of request. End-users must renew their request annually prior to expiration date.

☐ NEW SERVICE   ☐ ANNUAL RENEWAL   ☐ CHANGE EXISTING

1. NAME:	2. RANK:	3. SSN:

4. ORGANIZATION:	5. OFFICE SYMBOL:	6.STATUS: (ie: MDAY, AGR, SAD, ADSW, Tech, SCS)

7. PHYSICAL ADDRESS:	8. BLDG:	9. CITY:	10. ZIP:

11. MAILING ADDRESS:	12. BLDG:	13. CITY:	14. ZIP:

15. SITE POC PHONE NUMBER:

(_____) _____ - _____

16. CHECK EACH THAT APPLY:

☐ Pager: Statewide (area code:_____)   ☐ CALLING CARD:
☐ Pager: Nationwide   ☐ Statewide
☐ Cellular Phone: (area code:_____)   ☐ Nationwide

☐ CAGNET PIN: ☐ International(requires O-6 or above signature)
  ☐ Statewide   Country(s) _____
  ☐ Nationwide
  ☐ International (requires a memo from an 06 or above)   Dates: From_____ To_____

17. DIRECTOR / SRCOM APPROVAL:

BILL TO: ☐ ARMY DIVISION   ☐ JOINT STAFF   ☐ AIR DIVISION

☐ OTHER: AMSCO_____ INDEX/PCA_____

18. DIRECTOR PRINTED NAME & TITLE	19. SIGNATURE	20. DATE

21. ARMY/AIR/JOINT CHIEF OF STAFF APPROVAL

☐ APPROVED   ☐ DISAPPROVED

22. CS PRINTED NAME & TITLE DATE	23. SIGNATURE	24.

DOIM USE ONLY

EXPIRATION DATE: _____   (BTN: _____)

Pager #: (_____)_____-_____   Cell Phone #: (_____)_____-_____

Cap Code: _____   ESN: _____

PIN Code: _____   CCN: _____

DOIM Form 1   **A-12**

MAGIC SELF-SERVICE HELP DESK

INSTRUCTIONS FOR UTILIZING DOIM HELP DESK TICKETING SYSTEM

To access the DOIM Helpdesk Ticketing System, open up your Internet Explorer browser. In the Address line, type in: **http://helpdesk.ca.ngb.army.mil/selfservice**. Press Enter. DOIM Ticketing System should automatically log you into the system based on your Domain logon credentials.

If you come up to a Logon Screen, you must Register Now. This means that you don't have an account to access the ticketing software. Register Now will enable you to log into the Ticketing System in the future.
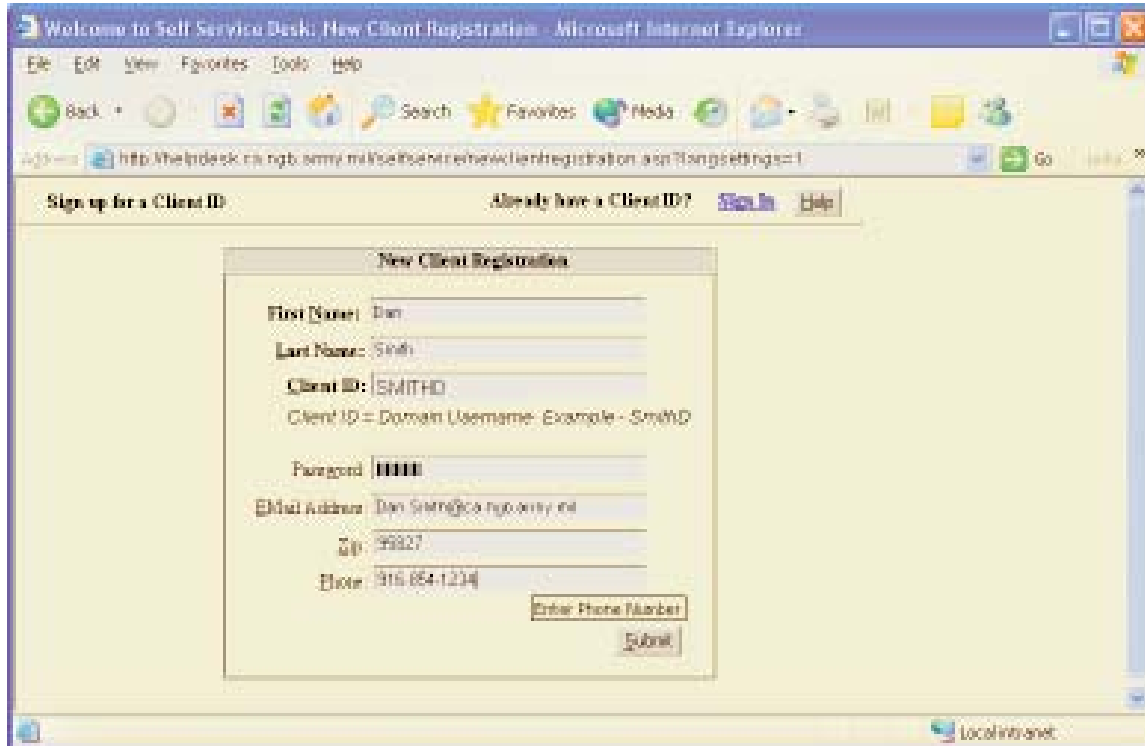
LOGON SCREEN

If the Ticketing System does not automatically log you on, you must Register Now to create an account with the DOIM Helpdesk Ticketing System.

REGISTER NOW

In the New Client Registration, type in your First Name, Last Name and your Client ID. Your Client ID will be your Domain Username (Example –SmithD). Type in a password (recommend using the same password used to log into the CA-ARNG domain. Once the password is typed in, a second window will popup asking to confirm it. Type in the same password, and then click OK.

You should now be able to log into DOIM Helpdesk Ticketing System with your Client ID and Password.

After you type in your Client ID and your Password, click on Sign In. You will now be at the first screen of the ticketing system.

SUBMITTING A TICKET

To submit a Trouble Ticket (also known as Incident Report), click on Open a Ticket on the left column.

The next window will enable you to submit a ticket based on location where you reside or Directorate for supported software. For example, if you are in the Northern California area and are having computer related issues, select DOIM Helpdesk Sacramento. If you run into telephone problems, select Telecom. This way, your ticket will be submitted to the appropriate location for faster resolution.

After double clicking on the location where the ticket is to be sent, a window will popup confirming your selection. Click OK to continue or Cancel to select a different location.

The next window is where you create the ticket. In the Description, be as detailed as possible in regards to your problem, including any error messages or codes. This information will better assist the technician is resolving the issue without having to call requesting additional information.

Once the description if filled out, click on the SUBMIT button on the top of the page. The ticket will then be sent to the selected location for review and resolution. You may then click on Logoff to exit the Ticketing software.

MAGIC SELF-SERVICE HELP DESK (CONTINUED)

LOGGING OUT OF DOIM HELPDESK TICKETING SYSTEM

When you have completed creating a ticket, you can now logoff. On the left column near the bottom, the logoff option is available.
After clicking on Logoff, a window will pop up asking if you want to close the browser window. If you click on Yes, it will close the window. If you select No, the browser window will remain open for you.
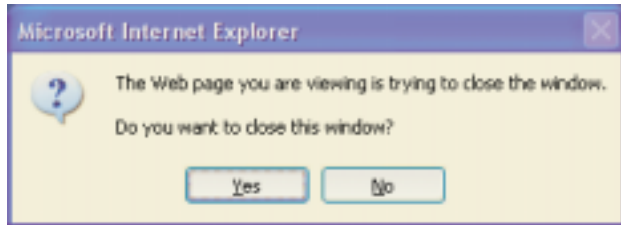
You will be notified via email confirming that the ticket was send. Once the issue has been resolved and the technician closes the ticket, you will be notified via email that the ticket was closed.